



*Being there for you  
and your family*

## **JOB DESCRIPTION**

**JOB TITLE:** Ward/Day Hospice Housekeeper

**RESPONSIBLE TO:** Deputy/Manager - Ward/Day Hospice

**HOURS OF WORK:** As per contract

**LOCATION:** LOROS Hospice, Groby Road, Leicester

### **JOB PURPOSE:**

The Ward/Day Hospice Housekeeper will work as an integral part of the team ensuring the clinical teams are supported in delivering care including keeping the unit neat, tidy, uncluttered and well presented. Maintaining daily stock of clinical supplies and ensuring equipment is clean and maintained. The housekeeping team also serves the patients beverages and assists patients with food preparation and feeding ensuring the patients receives meals appropriate to their needs. The housekeeper will also escort patients to and from the Hospice if required.

### **Main Duties:**

#### Cleanliness:

- To assist in maintaining cleaning standards in all appropriate areas and follow the relevant cleaning schedules.
- Responsibility for all laundry/linen requirements.
- To ensure the unit is safe and tidy at all times, e.g. sluice, clean utility, store room, trolleys and end of month checks
- To maintain upkeep of patient areas.
- The Housekeeper has the responsibility for ensuring that they do not seek to carry out any duty for which they do not possess the necessary competence/skills.

#### Maintaining a safe Environment:

- Upon the vacation of a patient area work in partnership with the Domestic team to ensure the area is ready for future use.
- To clean and prepare beds in line with daily/weekly schedules and handle linen.
- To log all beds and mattresses on the inpatient unit and liaise with facilities regarding any necessary repairs or services.
- To ensure the safe storage of equipment.
- To ensure equipment is in good working order.
- To ensure equipment repairs are carried out in line with LOROS policies.
- The ordering of the ward stores using an electronic system, as applicable, unload and restock following delivery.
- Ensure all items in the store are in date and rotated as necessary.

- Maintain clinical supplies in the ward/day hospice area
- Assist with laundry/washing as necessary.
- Co-ordinate staff locker allocation.
- Management and requisitions of staff uniforms.
- Report any accident/incidents relating to patients, visitors or volunteers.

Other duties:

- Receive, welcome and guide patient's and visitors on arrival to the ward/day hospice, liaising with other staff as appropriate.
- Ensure all patients and visitors are orientated to the hospice and receive verbal and written information
- To ensure that patient water jugs are refilled and changed at designated times.
- To provide hot and cold beverages
- To assist patient at meal times assisting them with feeding requirements if required and provided they are up to date with relevant training.
- To respect the privacy and dignity of patients whilst carrying out housekeeping duties.

Working practices and Relationships:

- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace.
- To respond to emergencies as appropriate.
- To maintain effective working relationships.
- To foster people's equality, diversity and rights.
- To provide effective customer service.
- To maintain environmental, food and personal hygiene.
- To maintain complete confidentiality with regard to patient issues.

**GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

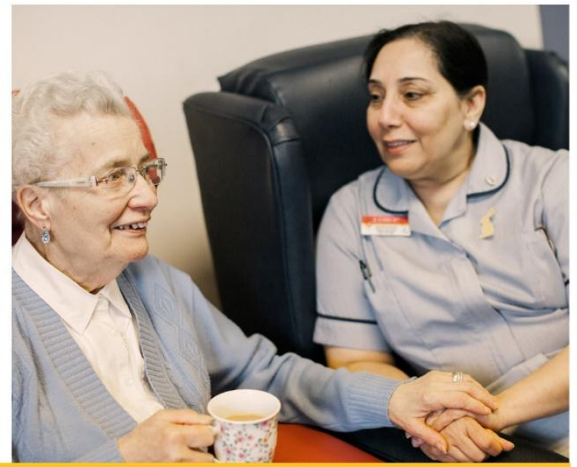
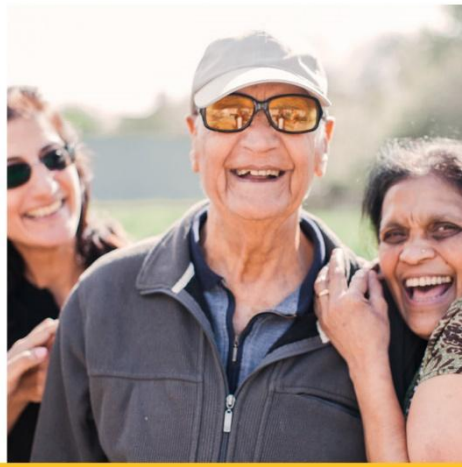
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....  
**Postholder**

Signed..... Date .....

**Line Manager**



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

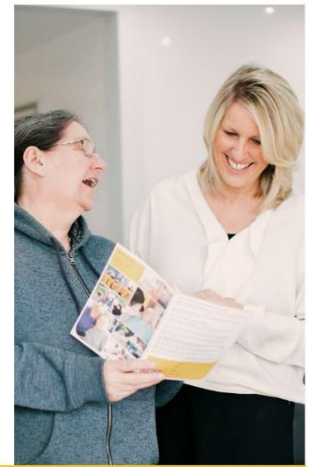
# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

Being there for *you*  
and *your family*



# Our values and behaviours



## Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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# LOROS KEY FACTS

## MARCH 2021

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

### £8.8M

Expenditure on patient care per year

### £6.4M

Minimum amount of income to be raised per year  
Excludes the activity of LOROS Education, which is a self-funding service.

### Cost per hour of running the charity

### £1,007



### >2,959

No. of individuals receiving patient care from LOROS per year



Of whom **713**

admitted to Inpatient Ward



### 31

beds in Inpatient Ward



Average length of stay  
**14 days**



### £593

Cost per bed/day including overheads



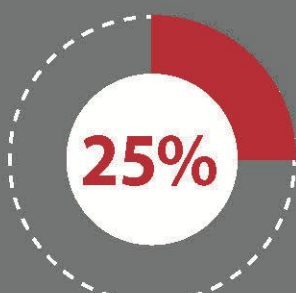
Cost per attendance for Day Therapy **£275**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.



**409** <sup>328</sup> FTE employees

**1,300** regular volunteers



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

Deliver **1,516** hours of educational training a year



**24,235** LOROS Lottery numbers

### 29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard

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